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No.F.17(20)-Agri/SARS/Store/2012-13/1704-10
Government of Tripura
Department of Agriculture
State Agriculture Research Station

Deated, Arundhatinagar, the 11th 6th 2019

SHORT NOTICE INVITING QUOTATION

On behalf of the Governor of Tripura, the State Agriculture Research Station, Arundhatinagar invites sealed short quotation from bona-fide, trained and experienced service provider of computer systems for Comprehensive Annual Maintenance Contract of Computers & Peripherals” at State Agriculture Research station, Arundhatinagar. The intending quotationers may submit quotation in the office of the undersigned on **07-06-2019 at 3.00 PM** and opened will on the same day if possible. The quotationers or his representative may remain present at time of opening of the quotation.

The details computers and Peripherals are given below:-

Sl.No.	Particulars and items	Specification	Quantity	Remarks
1.	Desktop Computer	HP/DELL	25Nos	
2.	Printer Laser	HP/Canon	22 Nos	
3.	Printer DeskJet	HP	03 Nos	
4.	Scanner	HP	01 Nos	
5.	Laptop	HP	06 Nos	
6.	Lan connection	-	01 No.	

Details Terms & Conditions

1. Quotation is supported by Earnest Money in form of D-Call in favour of the Asstt. Director(DDO) Office of the Joint Director of Agriculture (Research) State Agriculture Research Station, Arundhatinagar amounting to Rs.5000/- (Rupees-Five thousand) only drawn from any Nationalized Bank / Tripura Co-Operative Bank/ Gramin Bank.
2. Firm's registration certificate and authorizations letter about system integration from reputed brand for computer Hardware from ACER, HP, HCL, COMPAQ, IBM or DELL or any other reputed brand to be furnished / enclosed.
3. Attested copy of PAN, TIN No. , GST Registration, Service Tax No. and Income Tax Clearance Certificate to be furnished / enclosed.
4. All computer / Server / Printer / Scanner / Lan components will come under the purview of the contract. This will include:-
 - a) Processor (CPU)
 - b) Motherboards.
 - c) Main Memory (RAM)
 - d) Storage devices, i.e. Hard Disk Drives, CD-ROM Drivers.
 - e) Keyboards, Mouse
 - f) Modem.
 - g) Monitor (Except picture tube).
 - h) All peripheral cards/network cards.
 - i) SMPS unit.
 - j) All parts of printers except printer head and consumable items.
 - k) LAN System & Network switches etc.

5. Maintenance shall include installation and updating of all kinds of software including operating systems, office applications and antivirus.
6. Preventive maintenance means quarterly servicing of the equipment irrespective of the whether the equipment has undergone a breakdown or not and it would include
 - i).Defragmentation of hard disk drives and scanning for disk errors.
 - ii).Checking and cleaning all the computers and its peripherals as well.
 - iii).Checking and fixing the network connectivity problems at client side such as IP addressing.
 - iv) Formatting of hard disks.
7. Software support for operating systems (Microsoft windows),office applications and antivirus is compulsory as and when software failure occurs.
8. AMC shall include the repairs /replacement of defective parts with the parts of equivalent or higher specification and details of replacement should be provided to the competent authority. A standby arrangement is also mandatory in such cases.
9. The AMC shall cover the comprehensive on site support contract for all services and parts of the computers and peripherals.
- 10.Any engineer/person from the company /firm will neither open any system nor replace any spare without prior permission of DDO of the SARS otherwise the company/firm will be responsible for the same and the institute may take necessary action accordingly.
- 11.The Service is expected to be for a period of 12 month from the date of contract and implementation and necessity will be extend for 6(Six) month.
- 12.Service support is required during business hours (9AM to 6PM) on working days as defined by the State Govt. holiday calendar.
- 13.The Store In-Charge will maintain a log book/ register of all calls attended pending issues. preventive maintenance records and details of all replaced spare parts.
- 14.The Service engineer should have sufficient technical qualification and experience to handle hardware, soft ware, communications issues that may arise during the usage of system.
- 15.Each and every call will be attended by competent staff of the bidder within 3-4 hours of its notification either on phone or in writing during business hours (9 AM to 6PM). Delay in attending the call and delay in rectification of fault will lead to consequential financial damages to the successful bidder.
- 16.The Quotation must have suitably qualification personnel to execute the contract. The service provider shall deploy only trained personnel to resolve the issues which may arise.
- 17.The Quotation are required to visit this SARS complex to see the actual installation for them to assess the quantum of work involved before submitting the Quotation once the Quotation is submitted ,it will be presumed that the bidder has seen and understood the complete maintenance work.
- 18.No advance payment will be made under any circumstances. Payment will be made on quarterly basis against bill only after satisfactory completion of assigned job(s).
19. The successful Quotation shall have to execute a deed of agreement on acceptance of the rate prior to issuing of work order to start AMC work of SARS.
- 20.Rate is to be quoted as per proforma given below
Price Bid Comprehensive on site support AMC (Hardware and Software Support)
- 21.Rate quoted should be inclusive of all Taxes.

Sl.No	Category	Make	Model	Quantity	Rate per unit(in Rs.)

Copy to:-

- 1) The Head of Office, Directorate of Agriculture, Govt. Of Tripura, Agartala for information with a request to arrange to display the same in notice board.
- 2) The Head of Office, Directorate of Horticulture & Soil Conservation, Govt .of Tripura, Agartala for information with a request to arrange to display the same in notice board.
- 3) The DDA(W)/DPO(W) for information with a request to arrange to display the same in notice board.
- 4) The Deputy Director of Horticulture, West Tripura District, Agartala, for information with a request to arrange to display the same in notice board.
- 5) The Cashier of this office for information. He is requested to receive cost of Quotation Form from the quotationer.
- 6) Notice Board of this office for display.
- ✓7) The Nodal Officer, I.T. Department of Agriculture for doing the needful.



(Dr. P.B.JAMATIA)

Joint Director of Agriculture (Research)
State Agriculture Research Station
Arundhatinagar.